



# Emergency Reporting System

200 Saw Mill Road  
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**Nancy R. Rossi**  
*Mayor*

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March 2, 2022

Via email only to: [LABtestimony@cga.ct.gov](mailto:LABtestimony@cga.ct.gov)

To: Senator Julie Kushner, Co-Chair  
Representative Robyn A. Porter, Co-Chair  
Senator Rob Sampson, Ranking Member  
Representative Harry Arora, Ranking Member  
Senator Jorge Cabrera, Vice Chair  
Representative Emmanuel Sanchez, Vice Chair

**Re: Raised House Bill # 5251 – “An Act concerning Worker’s Compensation for Dispatchers”**

Dear Sirs/Madams:

I am writing in strong support of Raised Bill 5251 “An Act Concerning Worker’s Compensation for Dispatchers”. I previously submitted written testimony regarding Raised Bill 5176 and am happy to submit testimony today on another important Raised Bill.

Again, I am the Director of West Haven 911 and have been a 911 Dispatcher here since 2006. I strongly believe that the Dispatchers should receive Worker’s Compensation benefits that are equally as important to that of a firefighter or police officer, since we are doing the same type of work, just over the phone.

As an example, using the State of Colorado, **two** of their counties have officially designated their 911 dispatchers as first responders and will give the call takers the same workers compensation and pension benefits – and respect that the first responders in the field have enjoyed and privileged to as they should have. According to those counties, the designation won’t change much for the staff, but should give them access to some PTSD (PTSI) and mental health resources and training that is more specific to first responders and what they do in their specific role. So, why not Connecticut Dispatchers?

I think it's amazing how many different states have become active in trying to classify their dispatchers (some of whom have successfully completed that process) and how so many states are now pushing for this worker's compensation and addition training because FINALLY folks are realizing that the Dispatchers need the same type of help that officers and firefighters are given when they become employed. Additional training, such as certifying dispatchers with "crisis intervention" type certifications would absolutely help the call takers when dealing with distressed or emotionally disturbed callers.

Knowing that this benefit would be afforded to a new employee may help PSAP's with recruitment and retention, while boosting morale by properly recognizing them and treating them as equals to others in their profession, especially since it seems that Public Safety Professions (as a whole) are all currently being affected in that area.

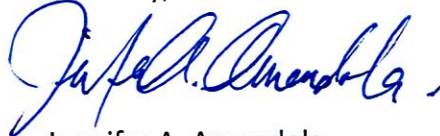
It only makes sense to me that 911 Dispatchers who are the FIRST, first responders in any call, whether it be police, fire or ems, are given the same subsidies, such as being covered portal to portal every day that they are on duty (not just when there is inclement weather, an emergency call-in or overtime shift) again, just as the police and fire departments personnel receive.

We as 911 dispatchers are the FIRST first responders. We should be classified as such so we can receive the proper training and workers compensation benefits, especially when it comes to mental health. We work hand in hand with our partners in the field who are classified as first responders, and it is only fair that we are recognized in the same classification as well and given the same benefits.

I look forward to hearing that the Labor and Public Employees Committee understands our points and agrees to pass this Bill.

Thank you for your time and cooperation. Should you have any questions, feel free to reach me.

Sincerely,



Jennifer A. Amendola

/jaa